

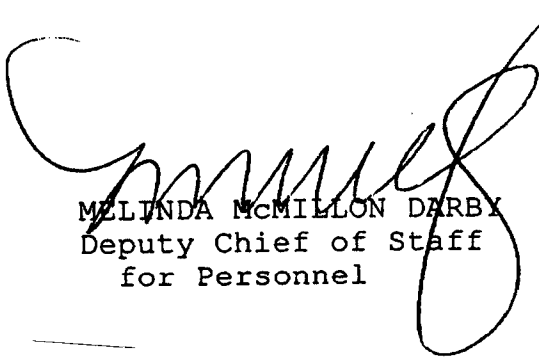
AMCPE-F (HQDA/15 Jun 99) (690-250) 1st End Mr. Jamison/wj/DSN
767-1030
SUBJECT: Civilian Human Resources Best Practices 12 AUG 1999

Commander, U.S. Army Materiel Command, 5001 Eisenhower Avenue,
Alexandria, VA 22333-0001

FOR SEE DISTRIBUTION

1. I am forwarding guidance on Department of the Army's initiative to collect and disseminate Civilian Human Resources (CHR) best practices from all levels of the Army CHR community. With regionalization, we have unparalleled opportunities to study and review CHR business processes, policies and procedures from a totally different work force configuration. Army's expectations for this initiative are to provide a forum for sharing best practices and to identify policies and processes for potential improvement.
2. I need your help in telling AMC's story. I know we have done some exceptional things in our regionalization effort. This is an excellent opportunity to share with the Army these significant accomplishments. Once identified, best practices will be loaded on the Army's web site and their adoption will be optional. If a best practice is determined to have Army-wide application, it will be staffed rather than loaded on the web. An example of a best practice of this nature is one that would result in a change to the Business Process Maps. Please submit best practices electronically in information paper format to wjamison@alexandria-emhl.army.mil.
3. Please retransmit this guidance to your subordinate activities.
4. Point of contact is Mr. Jay Jamison, AMCPE-F, DSN 767-1030.
5. AMC -- Your Readiness Command . . . Serving Soldiers Proudly!

FOR THE COMMANDER:



MELINDA McMILLON DARBY
Deputy Chief of Staff
for Personnel

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REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
OFFICE OF THE ASSISTANT SECRETARY
MANPOWER AND RESERVE AFFAIRS
111 ARMY PENTAGON
WASHINGTON DC 20310-0111

June 15, 1999

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Civilian Human Resources (CHR) Best Practices

This memorandum announces implementation of our CHR best practices initiative and requests you to begin submitting your practices for us to load on the web-based matrix beginning July 16, 1999. We appreciate the unanimous and enthusiastic support the major commands offered.

The purpose of this effort is to search for, collect, assess and centrally publicize existing best practices in CHR--both internal and external to Army. This initiative is undertaken with the understanding that collecting and sharing best practices is dynamic and evolutionary. The best practices to be posted on the website are suggestive, not directive. If we receive a practice that has potential for Army-wide improvements significant enough to warrant policy, program or process change, we will staff that practice with you appropriately rather than load the practice on the web.

The criteria for selection of best practices are intentionally broad as follows--

- practice or process has been tested with successful results.
- results are successful in terms of costs, timeliness, customer satisfaction, quality, productivity or other measure.
- practice or process aligns with Army's strategies and priorities.

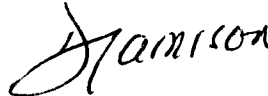
Please submit your best practices data in information paper format. The content need not be lengthy, but sufficient to enable the reader to understand the nature of the practice or process, methods used and benefits realized and to provide a point of contact for further information. Please submit your information papers electronically as e-mail attachments. This will expedite the overall process and facilitate loading onto the website.

The process for submitting best practices to this office is as follows:

- CPACs and OCONUS CPOCs submit data through MACOM.
- CONUS CPOCs submit data through CPOCMA.
- CPOCMA, MACOMs and Independent Reporting Activities submit data to this office.
- CPEA submit data as a result of studies, reviews and inspections to this office. (We will coordinate information with respective MACOM.)

We encourage you to disseminate this information as quickly as possible and give your personal endorsement to this initiative. We are preparing an article for the Civilian Personnel Bulletin to announce the effort and encourage all levels to begin submitting their best practices immediately through channels as indicated above.

Please provide this office your primary point of contact for this initiative to allow a quick reference for questions and coordination. Our points of contact for this initiative and to forward best practices data are Bill Davis, telephone 703-695-2146; DSN 225, e-mail: daviswj@hqda.army.mil, and Mary Saperstein, telephone 703-695-6115; DSN 225, e-mail: saperma@hqda.army.mil.



Dian S. Jamison
Chief, Plans and Strategies Division